



Soft Skills for Caring for Patients with Intellectual Disability, Mental Illness, or PTSD

Student Workbook



Name: _____

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Intellectual Disability

Scenario #1

Michael is a 55-year-old man with an intellectual disability and many health conditions. He is unable to be independent in the community because he requires medical oversight.

Michael wants to go out of the facility every Wednesday to attend his preferred church service, but no nurse is available to leave the facility with him. He becomes distraught and struggles to understand why he cannot leave to go on his own.

Michael becomes verbally aggressive towards staff and is refusing to leave his room. Stacey, his caregiver for the day, is struggling to understand how best to support him. He begins asking her again to take him out into the community to attend church.

Pre-brief questions:

How would you feel if you wanted to go somewhere but could not go on your own and there was not anyone available to take you?

In what ways could you help Michael meet the unmet need of going out to church service?

Debrief questions:

In what ways was the scenario successful? In what ways could it have been improved?

Do you feel Michael's needs were met successfully?

Intellectual Disability

Scenario #2

Tyler works at a local grocery store several days per week. Juan, who is Tyler's in-home caregiver, has been going with him to work for years. He is there for oversight and hands-on assistance as needed when Tyler is working.

Tyler recently began opening snacks at work and eating them. This has never been an issue for the last several years that Tyler was working at the store, but Tyler's boss has threatened to cut his work hours if he continues to eat snacks at the store.

Juan wants to work with Tyler at home about this issue but isn't sure where to start.

Pre-brief questions:

What reasons might cause Tyler to eat snacks at work?

How could Juan teach Tyler not to eat snacks at work?

Debrief questions:

Does it appear Tyler has a plan to not eat the snacks at work?

Do you think Juan and Tyler need to continue working on this plan to ensure he understands?